

Topics:

[Mobile Device Management Guidelines](#) [1]

GM-15-004 Mobile Device Management

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PURPOSE

Mobile devices are proliferating rapidly in the State enterprise. While the devices can enhance productivity, they also bring new requirements for proper technology management. Mobile Device Management (MDM) providers continue to mature and to offer greater control to IT departments that are trying to stay ahead of their end users. GTA recommends that all agencies use some form of MDM, and the following guidelines represent some high-level considerations each agency should evaluate.

GUIDELINE

I. Comply with enterprise policies and standards, as well as any outside regulatory requirements under which they are governed. The following enterprise PSGs are applicable to mobile device management. They can be reviewed at this link:

<https://gta.georgia.gov/psg/> [2]

1) Acquisition and Use of Telecommunications Services and Equipment, [PM-04-002](#) [3]. Specific components of this Statewide policy, jointly issued by the Office of Planning and Budget and GTA, apply to wireless and mobile communications and computing. Look for the following components:

- a) Specify criteria for determining whether an employee's communications needs dictate the use of a wireless or mobile device.
- b) Specify criteria for determining whether a wireless or mobile device shall be authorized for a specific employee or unit.
- c) Establish procedures for approving the acquisition of wireless or mobile devices.
- d) Establish procedures for reviewing and approving continued use of wireless or mobile devices.
- e) Establish documentation standards.
- f) Indicate any additional steps responsible agency staff will take to contain the costs of operating wireless or mobile devices. This requirement may require an agency to add to its employee off-boarding procedures necessary steps to recover any telecommunications devices assigned to departing employees (retiring, voluntary departure, termination etc.) and to stop vendors? (telecommunications carriers) invoicing for the recovered equipment according to contract provisions, if such provisions are in the contract.
- g) Maintain an inventory of all wireless devices that lists each individual device, the service provider for such device and the individual (or in the case of shared wireless devices, the smallest identifiable organizational unit) to which the device is assigned,